COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2013-2015
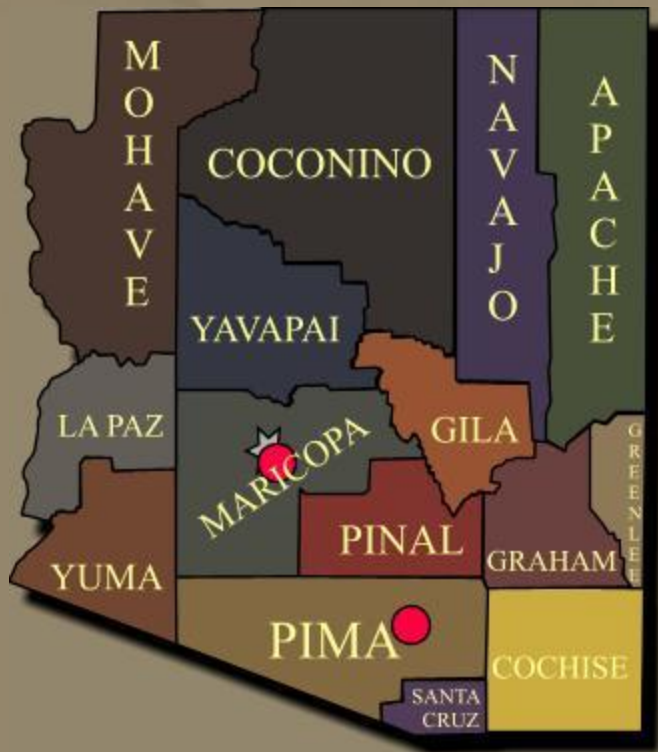
Commission on Technology

Analysis, Review and Approval

June 1, 2012

2013-2015 ITSP Development

► COT directed **change to frequency** of plan updates – 6 plans

► Continued **two-step planning approach**

► Collected **business drivers** first

► Collected updated **IT initiatives, projects,** and **inventories**

- Focused on **project lifecycle and alignment** information

- Inventory relied largely on ACAP **post-refresh** numbers

- Updated some **statewide projects'** impact information

► Reviewing both **notable accomplishments and issues** discovered, and obtaining approval for each plan

► Will **communicate** COT decision/concerns to each presiding judge

► Switch focus to Branchwide Technology Strategic Plan

► **Approach for next year** will be 2 urban counties plus the 7 rurals not included this year – 9 plans total

COT Review/Approval of Projects

► **Recognizing** in concept the local needs, initiatives and drivers for technology projects

► **Approving** projects that clearly conform to existing standards and directions and have sufficient detail

► Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided

► **Rejecting** specific projects that appear to run counter to adopted directions and priorities

► **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

Court Technology Trends

► **Digitizing court environment** now yielding a desire for electronic document workflow as well improved technology in the courtroom
  ▪ Only 37 LJ courts unable to receive eCitations of some sort

► Local **in-courthouse way-finding and court calendar on website projects** on the rise.
  ▪ AZTEC courts will be fed by a Crystal report
  ▪ Some GJ courts target the InFax solution integrated with AJACS

► Preparations for statewide projects: Interest in **LJ Disconnected Scanning** growing; preparing for **LJ AJACS conversions**

► **Out-of-support** operating systems, office productivity tools, and database management tools remain widespread **and are being addressed very slowly**
  ▪ **Gaps have widened some** as EA table got updated this year

Ageing Software Details*

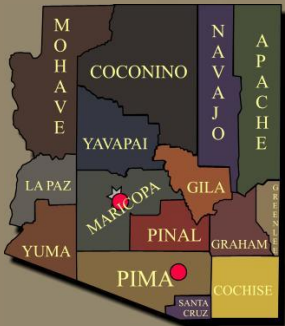| Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows NT 4 s	12/31/2002	12/31/2004	Windows 2000 s
Windows 2000 s	6/30/2005	7/13/2010	Windows 2003 s
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008 s
SQL Server 7	12/31/2005	1/11/2011	SQL 2000
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows XP	4/14/2009	4/8/2014	Windows 7
Office 2000	6/30/2004	7/14/2009	Office 2003

* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

► Electronic record on appeal (GJ) now statewide

► Retooling from Crystal to SSRS reporting underway

- Some courts planning user training for **ad hoc reporting**

► Continued **contingency planning** and **continuity of operations** preparations

► Increased demand on local court technology resources

- Project completion rate remains slow, even over two years
- **Staff turnover increases risk to locally developed items**

► Courts continue expanding **online payment services** on websites (generally, but not only, pre-disposition traffic tickets)

- **AOC statewide solution not yet unveiled**
- **Vendors making all manner of claims to local courts**

APACHE COUNTY COURTS

► Continuing pursuit of paperless office; installed OnBase and connected to local technology products

► Exercised continuity of operations plan during Wallow Fire

► Focusing on increasing juror participation and streamlining jury processing through technology

► Local development reduced but **dependence on MS-Access** to support business continues; **desire AJACS integration with locally developed apps**

► Concern for extensiveness of CMS data conversion efforts
  ▪ Also concern for judge buy-in necessary for bench automation to work

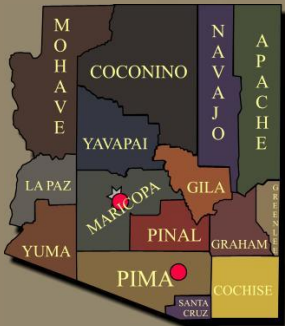► Already participating on LJ Disconnected Scanning; planning to add courts

COCONINO COUNTY COURTS

► Continued focus on increasing data exchanges to expand county justice integration efforts

► Judges desire e-doc and CMS access on bench; Flag Muni pursuing **OnBase workflow**

► Preparing for participation in upcoming statewide projects

► Clerk's Office completed multi-year conversion of microfiche to digital images

► Continuing manual JA calendar at superior court **outside AJACS**

GILA COUNTY COURTS

- ► Equipped all superior courtrooms with digital recording
- ► Enhancing superior court website after transitioning from AOC to county web hosting
- ► Improving integration between court and county, especially in financial arena
- ► Desire to improve court statistical reporting; providing training on report writing capabilities in SSRS
- ► Concern for timing of JOLTSaz and LJ CMS efforts
- ► Successfully separated Globe Regional and Globe Muni courts
- ► Wide range of **retirement items still in production** use, especially out-of-support O/S and DBMS versions; **OnBase 7.2**
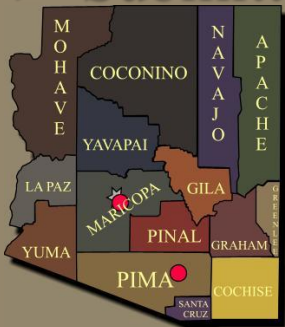
MARICOPA COUNTY COURTS

► Began court operations in new South Criminal Tower; includes state-of-the-art technology throughout building

► Supported mandatory civil subsequent eFiling through AZTurboCourt and continued Foundation project to enable adoption of statewide e-filing model; MCJC piloting small claims e-filing in four courts

► Continuing to optimize internal and external information sharing, as well as electronic access to court and public records

► Expanding electronic courtroom technology, including web-based conferencing and courtroom recording

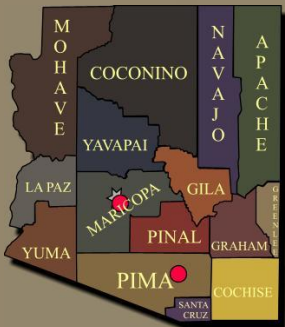► Electronic services continue to increase in all courts

MARICOPA COUNTY COURTS

► Several high volume municipal courts have dangerously old case management systems; need LJ CMS implementation to lower risk

► Mesa continues to devote significant resources to CMS replacement and completed scanning of 1.2 million criminal cases

► Wide range of **retirement items remain in production** use, especially out-of-support O/S and DBMS versions

    ► General plans to upgrade exist but vast majority of items identified two years ago still in place

► Several LJ courts as well as COSC have **production data residing in MS-Access**

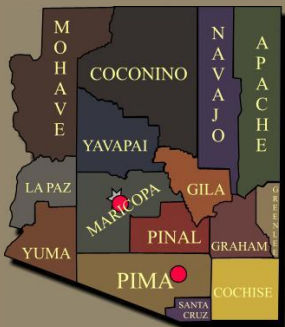► Submitted consolidated IT strategic plan – a major effort!

PIMA COUNTY COURTS

► Continued development of functional enhancements for AGAVE CMS and rewrite of core code

► Piloting statewide electronic filing model for civil, including case initiation; deployed ancillary applications to process e-filings

► Completed JOLTSaz development and acceptance testing in preparation for AGAVE integration

► Increased remote and mobile access to data, documents, and systems

► Tucson addressing **multitude of bolt-ons** that complicate critical AZTEC hardware and software upgrades

► PCCJC now OnBase; smaller courts interested in digitizing documents and working on data cleanup for CMS transition

► **Numerous out-of-support DBMSs and O/Ss** continue to present risk
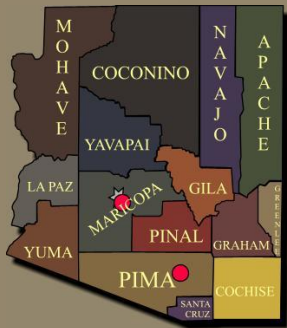 ▪ Vast majority of items identified two years ago still in place

PINAL COUNTY COURTS

► Expanding breadth of services provided by EDMS; revamped clerk's counter and scanning operations

► Pilot court for new modules of AJACS; continuing to address conversion-related data issues

► Completed local dashboard and report management applications as well as app to facilitate obtaining the obligations of case parties

► Desire remote access to APETS for probation officers

► Preparing for LJ CMS testing and implementation

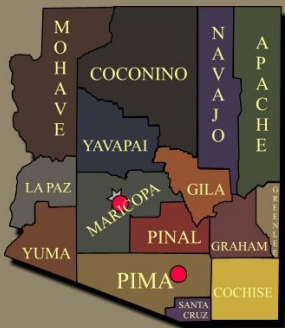► **Numerous bolt-on applications and several out-of-support DBMSs and O/Ss** continue to present risk

SANTA CRUZ COUNTY COURTS

► Completed massive facilities project and relocations in Nogales; enabled key card employee access to new buildings

► Provided judges with ability to conduct video IA hearings

► Pursuing superior court calendar displays and public address systems within courtrooms

► Updating forms on web to comply with Language Access Plan

► Planning to implement disconnected scanning and e-citation in limited jurisdiction courts

► Preparing for upcoming statewide initiatives

► Still at **OnBase 7.2,** local support sporadic

YAVAPAI COUNTY COURTS

► Implemented AJACS; preparing for upcoming statewide initiatives

► Made self-service forms available on Clerk's website

► Moved FTR recordings and court reporter notes to server

► Began digitizing Adult Probation documents; desire mobile access to APETS for probation officers

► Superior court pursuing InFax calendar displays and **OnBase workflow**

► Desire disconnected scanning and portable technology for judges in the courtroom

► Prescott anxious for new CMS, other LJs have multiple programs tracking **financial data outside AZTEC**

STATE APPELATE COURTS

► Dealing with effects of digitizing the appellate court environment
  ▪ Shortening overall case processing and decision timeline in mandatory e-filing environment
  ▪ Streamlining workflow for judges/justices
  ▪ Simplifying electronic distribution of orders
  ▪ Contemplating use of limited video record from lower courts

► Now receiving all superior court records electronically

► Dramatically reduced number of physical servers

► Continue development/enhancement of Appellamation, eFiler, and caseDocs

► **Disparate automation systems** continue to make true integration a challenge